TAPSTATION

TapStation Features Benefits and Roles

A client guide to workforce operations service delivery and equipment management

TapStation connects the people, places, equipment and evidence involved in delivering a service. It is designed for cleaning contractors, facilities management teams and businesses supporting work across multiple sites.

Employees can find their work and record attendance. Managers can review delivery and exceptions. Service teams can coordinate faults and repairs. Clients can receive approved evidence without entering the internal management workspace.

What this means for your business

Operational need	How TapStation helps
Organise distributed teams	Connect the rota, staff availability, attendance and time review.
Evidence the work	Link standards, area tasks, completion evidence and corrective action.
Control equipment	Bring identity, maintenance, inspection, cost and service history together.
Coordinate repairs	Retain customer, equipment, engineer and commercial context through the service process.
Give clients visibility	Publish selected evidence and site information within an agreed scope.
Delegate with control	Match each role to its own records, sites, actions and approvals.

One connected operating record

Client and contract structure connects sites and areas to shifts, service work, employees and equipment. This allows a manager to follow an issue from its operational context through the work, supporting evidence and review.

Capabilities depend on the agreed plan, enabled modules, configured providers and user permissions. Benefits describe intended operational value rather than guaranteed savings. This guide includes specific availability notes so you can scope a demonstration and rollout accurately.

People and time

Workforce planning

Plan people and work across clients, contracts and sites. Reduce rota administration and make gaps easier to address.

Capability	What your team can do	Practical benefit
Employee records	Maintain staff records, work roles, site assignments and portal invitations.	Keep a consistent operational identity for each employee.
Shift planning	Create, assign, edit and publish shifts, including recurring series.	Organise repeat work without rebuilding the rota each week.
Open shift broadcasts	Offer uncovered work to eligible employees and manage responses.	Coordinate cover in a recorded workflow.
Availability and absence	Record availability, holiday requests and absence cases with updates and follow-up.	Give planners more context when arranging cover.
Operational calendar	View shifts, service activity and related work by date and location.	See competing work and scheduling conflicts.
Site management	Let authorised site managers maintain staff, shifts, attendance and equipment within assigned sites.	Delegate local work while retaining company boundaries.

Available to authorised users with the relevant modules and configuration.

Attendance and payroll preparation

Connect clocking evidence to reviewed time records. Reduce manual reconciliation between the rota, attendance and payroll.

Capability	What your team can do	Practical benefit
Clocking methods	Support app, GPS, QR, NFC and kiosk workflows where configured.	Choose a clocking approach suitable for each site.
Live attendance	Show who is working, due soon, awaiting clock-in or missing clock-out.	Focus supervisors on attendance that needs attention.
Employee clocking	Employees can see their shift, clock in or out and report running late.	Make routine attendance updates easier at the point of work.
Timesheet review	Review worked time, queries, exceptions and approval states.	Resolve differences before export.
Attendance audit	Retain attendance evidence, corrections and review context.	Explain how a time record was reached.
Payroll exports	Prepare controlled export batches from reviewed records.	Provide structured inputs to payroll processes.

Clocking hardware, GPS permissions and site policy determine available methods. Payroll export is not a payroll calculation or payment service.

Service delivery and assurance

Service standards and delivery

Turn agreed work into site and area checklists. Make expected work clearer and connect delivery to its specification.

Capability	What your team can do	Practical benefit
Service hierarchy	Organise clients, contracts, regions, sites and service areas.	Keep ownership and reporting aligned to the operation.
Cleaning plans	Define areas, tasks, frequencies and service requirements.	Give staff a repeatable description of the work.
Service schedules and runs	Connect standards and schedules to delivery records.	Follow the work from planning through review.
QR and NFC area links	Open the relevant service area and checklist from a configured identifier.	Reduce searching for the right task list.
Task evidence	Record completion, photographs and supporting evidence against work.	Provide context for quality reviews and client queries.
Service delivery board	Review planned, attended, completed, evidenced and approved service states.	See where delivery is falling behind.

Available to authorised users with the relevant modules and configuration.

Quality and client assurance

Review exceptions and publish selected evidence to clients. Give clients clearer answers while keeping internal information private.

Capability	What your team can do	Practical benefit
Operational exceptions	Assign owners, review urgency, resolve and verify issues.	Keep corrective work accountable.
Proof of service packs	Compile evidence, review versions and approve publication.	Prepare a consistent service record for client review.
Client dashboard	Show authorised clients service assurance across their permitted sites.	Reduce repeated requests for service updates.
Site history and timeline	Review published service history, site activity and service calendars.	Make contract reviews more factual.
Proof library and reports	Provide controlled access to approved evidence and client reports.	Share useful evidence without sharing the full internal workspace.

Client Portal and Proof of Service are marked Beta in the current feature catalogue. Access requires configured client identities, scope and publication.

Equipment and investment

Asset records and compliance

Keep equipment identity, maintenance and service evidence together. Improve visibility of equipment condition, responsibility and maintenance needs.

Capability	What your team can do	Practical benefit
Asset register	Maintain identifiers, models, categories, locations and assignments.	Build one equipment record across its operational life.
Asset passports and labels	Use QR or NFC identifiers and controlled public asset passports.	Find the right equipment record and submit faults quickly.
Asset boards	Organise equipment views and share controlled board outputs.	Make equipment status easier to review at a site.
PAT records	Record portable appliance testing, due dates and compliance holds.	Make inspection status visible before equipment is returned to use.
Planned maintenance	Schedule maintenance tasks and retain completion history.	Follow up on servicing instead of relying on separate reminders.
Operational lifecycle	Record state changes, transfers and retirement through governed workflows.	Keep technical, safety and operational decisions traceable.

PAT is a record and workflow capability; inspection competence and legal compliance remain the customer's responsibility.

Asset costs and investment decisions

Connect ownership, costs and asset history to reviewed decisions. Give asset managers a stronger basis for repair, replacement and budget discussions.

Capability	What your team can do	Practical benefit
Commercial records	Manage ownership, funding, warranties, service agreements and coverage.	Understand responsibility before authorising work.
Cost ledger	Record transactions, cost categories, allocations and supporting evidence.	See what equipment has cost over time.
Lifecycle and forecasts	Use configured costs, assumptions and usage inputs to build projections.	Make future cost exposure easier to discuss.
Decision assessments	Compare repair, replace, retain or redeploy scenarios using recorded inputs.	Create a consistent basis for investment review.
Suitability and proposals	Review equipment fit, proposals, versions, implementation and outcomes.	Connect an approved decision to its follow-through.

Forecasts and recommendations depend on the quality of source data and assumptions. They do not approve purchases or guarantee future outcomes.

Service desk and field work

Service operations and field engineering

Coordinate faults, customer communication and repair work. Reduce handover gaps between the service desk and the engineer.

Capability	What your team can do	Practical benefit
Fault and request intake	Capture issues against assets and review incoming service requests.	Give service teams a common queue of work.
Service CRM	Keep customer, contact, site and installed equipment context together.	Make service conversations more informed.
Engineer workspace	Provide assigned jobs, calendars, scan history and equipment context.	Help engineers get to the relevant job information.
Service visits and job sheets	Record progress, evidence, visit outcomes and job sheets.	Keep the repair record connected to the original issue.
Parts and quotations	Maintain parts records, usage, quotes, approvals and purchase order context.	Separate technical work from commercial authorisation.
Customer communications	Review authorised email and WhatsApp conversations with templates and logs.	Retain service context through customer updates.

External service CRM is feature-gated. Messaging requires a configured provider and authorised sending. Financial and commercial visibility is separately controlled.

Service partner collaboration

Coordinate approved service relationships between customer and provider organisations. Route service work with an explicit record of the partnership.

Capability	What your team can do	Practical benefit
Partner connections	Maintain provider profiles, customer connections and approved relationships.	Make the organisations involved in service work explicit.
Ticket routing	Route eligible service tickets to a connected provider for acceptance.	Reduce disconnected supplier handovers.
Managed service controls	Use scoped grants and defined actions for managed partner work.	Keep cross-company collaboration within agreed permissions.

Requires an approved partner relationship and the relevant grants. A connection does not provide unrestricted access to another company.

Welfare and employee access

SafeWorker welfare checks

Create and monitor manager-led welfare check-in sessions. Give managers a recorded basis for following up missed welfare updates.

Capability	What your team can do	Practical benefit
Assigned sessions	Create sessions for a worker and site with a check-in interval.	Make the expected check-in schedule clear.
Worker check-in links	Issue private mobile-friendly links and QR handoffs for a session.	Let a worker record a welfare update without navigating an admin workspace.
Due and missed check-ins	Review last check-in, next due time and missed check-in alerts.	Identify sessions requiring direct manager follow-up.
Manager alert handling	Acknowledge and resolve in-app alerts with an audit history.	Keep responsibility for follow-up visible.

Controlled pilot. Live external escalation, emergency dispatch and worker GPS capture are not established by this release. SafeWorker does not replace emergency procedures.

Employee self service and access

Provide personal work information while protecting sensitive records. Give staff useful access without exposing company-wide administration.

Capability	What your team can do	Practical benefit
Personal dashboard	Show the active or next shift, work alerts and permitted shortcuts.	Make the next action easier to find.
Staff Vault	Protect personal and compliance documents with additional identity verification.	Keep sensitive documents behind a separate access step.
Profile and photograph	Maintain authorised profile information and profile photographs.	Keep the employee identity record usable.
Identity cards	Administrators manage card records, design, artwork approvals and requests.	Coordinate staff identification and card production.
Role and site permissions	Combine role profiles, individual grants or denials and assigned scopes.	Delegate operational access according to actual responsibility.
Company branding	Display configured company logos across signed-in navigation.	Keep the employee and admin experience recognisable.

Personal ID card display, the general staff directory, photo review and general reports are not yet available in the employee portal. Administrative card and reporting workflows are separate.

Reporting and mobilisation

Reporting and operational follow-up

Bring review queues, reports and assigned actions together. Reduce the work of assembling recurring operational reviews.

Capability	What your team can do	Practical benefit
Report catalogue	Browse and run permitted operational, workforce, client and asset reports.	Find reporting within the same operational context.
Labour control	Compare worked time, paid time and exceptions where configured.	Focus time review on records requiring explanation.
Tasks and manager inbox	Assign tasks, review priorities and manage recurring actions.	Give follow-up work an owner and a record.
Notifications and schedules	Manage in-app updates, delivery logs and client report schedules.	Make communications and recurring reporting easier to track.
Data quality and audit	Review quality issues, governance records and important changes.	Improve confidence in the records used for decisions.

External delivery and schedules require configured channels and running background jobs. Employee reporting access is not the same as a completed general employee reports screen.

Mobilisation and connected data

Bring existing records into a governed operating structure. Reduce repeated data entry and make equipment data more usable.

Capability	What your team can do	Practical benefit
Imports and data exchange	Use supported asset and site templates, mappings, validation, previews and batch history.	Review imported changes before committing them.
Setup and mobilisation	Configure the company hierarchy, sites, users and device readiness.	Roll out in controlled stages rather than all at once.
ABAX equipment integration	Connect authorised provider data to equipment identities and usage views.	Add location and usage context where the provider supports it.
Tracking device lifecycle	Manage installation, receipt, replacement, removal, exceptions and renewals.	Keep physical tracking devices tied to their equipment records.
Guide and Academy	Use contextual guidance, lessons, walkthroughs and readiness checks.	Help staff learn relevant workflows inside the product.
Mobile foundations	Provide mobile-friendly employee web workflows and native field-app foundations.	Support field access while native deployment is validated.

ABAX needs credentials, consent, supported hardware and mapping. Other manufacturer connectors are not universally available. Native mobile and offline capabilities are Beta foundations, not a universal offline guarantee.

Analysis guidance and human decisions

Assisted analysis and controlled AI

Help managers interpret evidence and draft operational summaries. Reduce the effort of preparing a review while retaining human decisions.

Capability	What your team can do	Practical benefit
Workforce assistance	Review rule-based rota risks, staff suggestions and time summaries.	Help managers identify the work needing attention.
Asset intelligence	Explain recorded costs, forecasts and assessment inputs.	Make a complex equipment review easier to understand.
Narrative drafts	Generate evidence-grounded explanations and report drafts where enabled.	Prepare material for an authorised person to review.
Contextual help	Ask questions against accessible guidance and current context.	Help users find relevant information without expanding their permissions.

AI depends on eligible plan, provider setup, permissions and usage controls. AI cannot approve decisions, place orders or change operational records on its own.

A workflow you can demonstrate

Plan a site

Set up the client, contract, site and service areas. Add the relevant staff, equipment and work standards.

Deliver a shift

Assign the work, record attendance, open the checklist and retain completion evidence. A missing clock-in or incomplete task remains a review item.

Resolve an issue

Raise a fault, review equipment and service context, allocate authorised work and retain engineer evidence and approval decisions.

Review and share

Resolve exceptions, review time, approve evidence and publish only the records intended for the client.

Deterministic reports and configured rules are distinct from AI-generated explanations. Review the source evidence and assumptions before acting on recommendations.

Roles in daily operations

These are typical role journeys, not a fixed promise that every account receives every feature. A company can combine profiles and apply individual grants or denials. Administrative roles also use separate module and site or contract scopes.

Employees and cleaners

Their own shifts, clocking, attendance, timesheets, availability, absence updates and permitted issue reporting.

Benefit: Less chasing for basic work information.

Access boundary: Own records and assigned work; sensitive documents require extra verification.

Supervisors

Permitted live attendance and asset visibility alongside employee self service.

Benefit: Identify local attendance issues earlier.

Access boundary: Only permitted sites and capabilities; supervisor status does not imply company administration.

Site and contract managers

Assigned-site overview, staff, rota, attendance, time review and equipment workflows where granted.

Benefit: Resolve local operational work without exposing every site.

Access boundary: Site scope and individual management grants apply. Creating staff requires a separate capability.

Field engineers

Assigned service jobs, calendars, equipment and site context, scans, evidence, job sheets and permitted PAT work.

Benefit: Arrive with the relevant context and keep job evidence together.

Access boundary: Assigned job access does not imply all-ticket, CRM or commercial administration.

Site service viewers

Read-only tickets and service context at assigned sites.

Benefit: Stay informed about repairs without engineer action rights.

Access boundary: No tickets outside the assigned scope and no service-desk management.

Service coordinators

Permitted service requests, ticket queues, customer context, installed base and reporting.

Benefit: Coordinate the desk with a shared picture of service work.

Access boundary: Assignment, commercial approval and sending rights must be explicitly granted.

Service operations administrators

Tenant service administration, assignments, CRM, communications, parts, quotes and approval workflows.

Benefit: Manage the service process through to a reviewed outcome.

Access boundary: Service rights do not automatically grant workforce, company or platform administration.

Management client and partner roles

Specialist management, client and partner access serves a different purpose from an employee login. The administrator should confirm the allowed records and actions for each person during setup.

Asset managers

Asset records, maintenance, PAT, tracking, installed base and authorised reporting or commercial tools.

Benefit: Connect equipment condition, cost and investment decisions. Access boundary: Detailed cost, supplier and commercial access follows separate asset permissions.

Workforce administrators

Employee, shift, attendance and timesheet management.

Benefit: Keep workforce records and reviewed time connected. Access boundary: Workforce administration does not confer general service or company administration.

SafeWorker managers

Manager-led welfare sessions, check-ins and permitted alert review.

Benefit: Maintain a visible record of welfare follow-up. Access boundary: Pilot boundaries apply; a role grant does not activate emergency dispatch or external escalation.

Reporting users and finance teams

Permitted reports, labour review and, for separately authorised finance administrators, payroll exports.

Benefit: Use a consistent operational record for review and handover. Access boundary: Reporting is read-only by profile. Finance or export authority requires its own administrative permissions.

Company owners and administrators

Company structure, branding, users, permissions, feature setup, subscription and authorised operational settings.

Benefit: Standardise access and configuration across the business. Access boundary: Employee Company Administrator is distinct from an administrative account and does not imply platform powers.

Client contacts

Published service assurance, authorised sites, proof library, service calendars and client reports.

Benefit: See relevant service evidence without needing the internal management system. Access boundary: Only client-visible records and authorised site or contract scope.

Service partners

Approved customer connections and routed service cases within granted actions.

Benefit: Coordinate work between customer and provider organisations. Access boundary: Partner connection and scoped grants are required; access is not company-wide by default.

Platform administrators

Customer onboarding, company selection, support and controlled platform operations.

Benefit: Support multiple customer organisations with explicit context. Access boundary: Separate from company administrators; customer selection and controlled grants apply.

Choosing your scope and getting started

Agree the workflows first

Start with the operation you need to control: people and time, cleaning delivery, equipment, service work or client assurance. Choose representative sites and nominate the people who will own configuration, exceptions and approvals.

Confirm availability during the demonstration

Area	What to confirm
SafeWorker	Manager-led welfare sessions and worker links are a controlled pilot. Do not rely on the product for emergency dispatch, automated external escalation or worker GPS tracking.
Client assurance	Client Portal and Proof of Service are Beta capabilities. Confirm publication, scope and the evidence each client will receive.
Mobile work	Employee web workflows are mobile-friendly. Native mobile and offline foundations remain Beta and need deployment-specific validation.
Connected equipment	Confirm the provider, hardware, account authorisation, identifiers, supported measurements and update frequency. Manufacturer connectivity is not universal.
Messages and schedules	Confirm the sending provider, approved templates, recipients and background processing. A configured channel is required for external delivery.
Private records and roles	Confirm additional verification for sensitive documents, separate commercial rights and the boundaries of each site or contract assignment.
AI and analysis	Confirm plan eligibility, provider configuration, usage controls and who reviews generated material. AI does not approve transactions or change operational records autonomously.

Prepare a practical pilot

Bring a sample rota, a service specification, a small equipment list and an example client report. Walk through one normal shift, one exception, one service fault and one client evidence review. Agree success measures such as time spent preparing reports or resolving time queries before wider rollout.

Discuss plans and implementation

The current Free plan supports up to three active sites. Paid options scale by site band, with AI available only on eligible plans. Confirm current pricing, storage, optional implementation services, hardware and specialist integrations before purchase.

Book a demonstration at https://admin.tapstation.mcentral.fm/book-demo

Review current plans at https://admin.tapstation.mcentral.fm/pricing

Product guide reviewed 17 October 2026. Access and feature availability are agreed for each customer rollout. TapStation supports operational governance; it does not certify regulatory compliance, replace qualified inspections or provide a payroll payment service.